

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Salem Blanking, Inc.

Ohio Manufacturing Extension Partnership

Salem Blanking Stamps Out Inefficiency

Client Profile:

Salem Blanking, Inc., located in Salem, Ohio, is a manufacturer of metal stampings and automobile parts. The company was founded in 1996 and currently employs 18 people.

Situation:

From a strategic point of view, executives at Salem Blanking knew they needed to implement a comprehensive quality system to help the company continue its growth and expansion. With a high level of top management involvement, the organization approached CAMP, a NIST MEP network affiliate, to develop a QS 9000 Quality System. Salem Blanking had a goal of implementing a simple, clean system, which minimized paperwork and maximized effectiveness.

Solution:

Over a three-year period, CAMP worked with Salem Blanking to develop an effective quality system that met expectations and requirements. CAMP began by writing the first version of the company's quality documentation. The documentation was then edited and modified by Salem Blanking employees as they began to better understand the QS 9000 standards. CAMP also conducted standard and specialized training for all the company's employees. The training covered SPC; measurement system analysis; internal auditing; problem-solving; and root-cause analysis.

Keeping the quality documentation short and simple was challenging because each employee shouldered many different responsibilities. To complicate matters, many of the work orders within the plant were verbal. CAMP helped Salem Blanking address these issues by standardizing and streamlining its processes. This project documented and simplified work orders while still meeting the quality document standards. In addition, the work order system helped employees efficiently schedule and prioritize jobs. CAMP developed a database that identified customer requirements and clearly communicated them within the organization. All key product information, such as special part characteristics and packaging information, was summarized and documented. This minimized paperwork and made customer information quickly accessible and easily retrievable.

By conducting this initiative on its own, the company was able to take a gradual approach, ensuring that it implemented the best quality system possible. As a result, Salem Blanking became QS 9000 certified in October

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Results:

Achieved QS 9000 certification.

Retained 15 jobs.

Increased annual sales revenue by \$300,000.

Improved communications throughout the plant.

Testimonial:

"CAMP provided a highly qualified staff to guide us through ISO/QS registration."

Tom Logan, Chief Executive Officer